WHAT IS CLAIMED IS:

Sub Q1   1.   A computer-based knowledge management system, comprising:

a client operable to generate a first request, the
5   client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first
10   request, the server operable to generate a second request in response to the status information stored in the knowledge matrix; and

an information source operable, in response to the second request, to communicate information to the server
15   to satisfy the first request.

2.   The system of Claim 1, wherein the knowledge items comprise:

a step of a process item; and
20   an instance of a data item.

3.   The system of Claim 1, wherein the first request identifies a need of the knowledge worker, the knowledge matrix operable to identify knowledge items
25   associated with the need of the knowledge worker.

4. The system of Claim 1, wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

5. The system of Claim 1, wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.

6. The system of Claim 1, wherein the status information comprises:

an execution flag associated with a step of a process item; and

a data identifier associated with an instance of a data item.

7. The system of Claim 1, wherein the information source resides external to the server.

8.   The system of Claim 1, wherein the server
further comprises a database operable to store:
     a plurality of personal profiles, each personal
profile identified by a knowledge worker identifier that
5   specifies the knowledge worker and a selected knowledge
worker view; and
     a plurality of default profiles, each default
profile associated with a corresponding knowledge worker
view.
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     9.   The system of Claim 1, further comprising a
watch module coupled to the control module, the watch
module operable to generate access statistics in response
to the interaction between the client and the server.
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     10.   The system of Claim 1, further comprising a
watch module coupled to the control module, the watch
module operable to generate access statistics in response
to the interaction between the client and the server, the
20   watch module further operable to modify a personal
profile of the knowledge worker in response to the access
statistics.

11.   An apparatus for serving a knowledge worker,
comprising:
        a knowledge matrix operable to store status
information on a plurality of knowledge items associated
5   with a first request; and
        a control module coupled to the knowledge matrix and
operable to receive the first request from a client
associated with the knowledge worker, the control module
further operable to generate a second request in response
10   to the status information stored in the knowledge matrix,
the control module further operable to receive
information in response to the second request.

        12.   The apparatus of Claim 11, wherein the first
15   request identifies a need of the knowledge worker, the
knowledge matrix operable to identify process items and
data items associated with the need of the knowledge
worker.

20   13.   The apparatus of Claim 11, wherein the
knowledge matrix comprises:
        a knowledge worker grid operable to identify a
plurality of needs associated with the knowledge worker,
the knowledge worker grid operable to relate the first
25   request to a selected need;
        a process grid operable to identify a process item
associated with the selected need; and
        a data grid operable to identify a data item
associated with the selected need.

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14.   The apparatus of Claim 11, wherein the
knowledge matrix comprises:

a knowledge worker grid operable to identify a
plurality of needs associated with the knowledge worker,
5   the knowledge worker grid operable to relate the first
request to a selected need;

a process grid operable to identify a process item
associated with the selected need;

a data grid operable to identify a data item
10   associated with the selected need;

a process cycle grid operable to store status
information on a step of the identified process item; and

a data cycle grid operable to store status
information on an instance of the identified data item.

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15.   The apparatus of Claim 11, further comprising a
watch module coupled to the control module, the watch
module operable to generate access statistics in response
to the interaction between the knowledge worker and the
20   apparatus.

16.   The apparatus of Claim 11, further comprising a
watch module coupled to the control module, the watch
module operable to generate access statistics in response
25   to the interaction between the knowledge worker and the
apparatus, the watch module further operable to modify a
personal profile of the knowledge worker in response to
the access statistics.

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17.   The apparatus of Claim 11, further comprising:
a pending module coupled to the control module, the
pending module operable to identify an unavailable
knowledge item; and

5   a pending queue coupled to the pending module and
operable to store information on the unavailable
knowledge item.

18.   The apparatus of Claim 11, wherein the server

10   further comprises a database operable to store:
a plurality of personal profiles, each personal
profile identified by a knowledge worker identifier that
specifies the knowledge worker and a selected knowledge
worker view; and

15   a plurality of default profiles, each default
profile associated with a corresponding knowledge worker
view.

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19. A method for serving a knowledge worker, comprising:

receiving a first request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix, status information on a knowledge item associated with the first request;

generating a second request in response to the status information received from the knowledge matrix; and

receiving information related to the knowledge item in response to the second request.

20. The method of Claim 19, wherein the step of retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need; and

retrieving a data item associated with the selected need.

21. The method of Claim 19, wherein the step of retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need;

retrieving a data item associated with the selected need;

retrieving status information on a step of the identified process item; and

retrieving status information on an instance of the identified data item.

22.   The method of Claim 19, wherein the status
information comprises:
        an execution flag associated with a step of a
process item; and
5   a data identifier associated with an instance of a
data item.

23.   The method of Claim 19, further comprising the
step of receiving a personal profile associated with the
10   knowledge worker, the personal profile identified by a
knowledge worker identifier that specifies the knowledge
worker and a selected knowledge worker view.

24.   The method of Claim 19, further comprising the
15   step of generating access statistics associated with the
knowledge worker.

25.   The method of Claim 19, further comprising:
        generating access statistics associated with the
20   knowledge worker; and
        modifying a personal profile of the knowledge worker
in response to the access statistics.

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